

## Strength & Areas of career aspirations:

### **Organization abilities & Territory Management:**

Effective in delegating tasks while making sure its in line with positive end results.

### **A Positive Mind-Set & Team Player:**

Engaging constructively within workplace and demonstrating a positive mind-set towards company expectations & values. Building trusting relationship within and beyond all teams to achieve goals and contribute to the success business of all Equipping my skills and knowledge to perform excellence job executions, now and as continuance practice, while supporting others to do the advanced steps.

### **Level of engagement & Leadership in line with communications skills:**

Demonstrate high level of engagement & leadership by acting as a role model to ensure the operations cycle is in line with Business objectives, which serving guests at all hospitality sectors, moreover excellent communication skills will assist better in team's leadership.

### **The Attitude:**

Having established and maintain a positive attitude it is an (Yes, I can) state of mind that I take pride while doing our job with passion, accepting to take responsibility on (Will handle it), by maintain personal ethics and have desire in helping others.

### **Business Goals & Career Objective in line with motives:**

Ensuring my performance supports my business goals and the organizational priorities and applying sound judgment in all that. High agility to learn, engage, execute all business resources and a positive manner to achieve all set objectives and targets



## **RAJA JUMA**

### **Director of Operations – Acting General Manager**

#### **PROFILE SUMMARY**

**Raja Juma:** has executive and communicative, seasonal hospitality Self- Made person. With 22 years of professional work experience in a dynamic environment within hospitality firms. Concentrated in Knowledge and Learning Management that has 14 years' exposure to hospitality administrations and functions, general business management and new hotels, Food & Beverage preopening activities.

Eager to support hospitality sectors to ensure seamless 24/7 administration, operations cycle and offer an experience that exceeds internal, external customers, and stakeholders' expectations with positive strategic growth.

- Experienced specialist with a passion for delivering outstanding service.
- Proactive, customer-orientated professional with over 21 years of experience in reputable Hospitality firms.
- Self-motivated, team player with strong organizational and interpersonal skills.
- Have a proven records of surpassing sales targets and boosting revenues
- Always looking to self-learning with a number of On job & Off Job training records, new skills, taking extra responsibilities as to grow professionally.
- Experienced in training and mentoring staff members.
- Interviewed, selected, coached and supported associates, ensuring their performance in accordance with the established hospitality international standards and values.
- Learned and assisted in preparations of forecasts and reports as well as in development, implementation, and monitoring of the budgets that lands to a positive P&L statements.
- Resolved customer complaints, and anticipated potential problems by reviewing and monitoring operational issues, business flow, and associate performance.
- Cooperated with the Sales & Marketing team to discuss and implement sales strategies to improve the number of visitors and revenues.
- Created specific, measurable, achievable, realistic and timely action plans to maintain guest services in line with local authorities and international standards.
- A confident public speaker with experience in giving presentations and training sessions.
- Received recognition letters for delivering outstanding services
- Have worked in busy, pressurized environments where high standards are expected.
- Hospitality member with accent to "Vision/ Mission / Values Practice".

## PERSONAL DETALIES & CONTACTS

### PHONE:

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### EMAIL:

[Rajajuma2001@yahoo.com](mailto:Rajajuma2001@yahoo.com)

### NATIONALITY:

Jordanian

### EDUCATION:

**World Association of Master Chefs –  
WAMC Australia**

Executive Diploma of Hotel  
Management

**Taha Hussain Secondary School –  
Jordan**

**1987 - 1988**

## INTERESTS

Social Activities  
Movies  
Travel

## SKILLS

- Hospitality Mystery Shopper Expert
- World Association of Mater Chefs - WAMC Australia **Executive Member**
- World Association of Master Chefs - **International Judge** - WAMC Australia
- Office Administration
- Hotels & Resorts Operations
- Hospitality Projects Pre-opening
- New Business Development
- Project Management
- Time Management
- Prioritizing
- Multitasking
- Leadership
- Teamwork
- Handling conflict
- Problem -Solving
- Communication
- Mentoring
- Sales & Marketing
- Social Media
- Customer Service
- Stakeholders ROI assured practice

## WORK EXPERIENCE

### May 2019 – March 2020

Belajio Resort Director of Operations – Acting General Manager - kSA

### September 2020 – November 2021

park Inn by Radisson AL Naseem Hotel Makkah -Operations Manager – KSA

Have had practiced:

1. Hotel, Food&Beverge Direct Sales
2. Hotel, Food&Beverage destination marketing sales
3. Hotel, Food &Beverage Cross-Promotion sales
4. Hotel, Food&Beverage guest rewards sales

Focusing On:

- Upselling
- Re-marketing
- Incentives or cross-selling:
- Building local partnerships:

### May 2019 – March 2020

Elaf Hospitality – Corporate Training Manager - KSA

(12) Hotels within Saudi Arabia

### Dec 2017 – April 2019

FAWAZ AL HOKAIR Group – Palaces & Hospitality Manager - KSA

### Oct 2013 – Nov 2017

Generations for Peace – Conference Venue Development Manager – Jordan

### Sep 2011 – Sep 2013

Jordan Maritime Complex Hospitality Division – Double Tree by Hilton Aqaba Hotel Project

Owner representative – Hotel project constructions and finishes coordinator

### July 2009 – Aug 2011

Arabian Food Supplies – UAE

Fuddruckers - Casual Dining & Catering Operations General Manager

### July 2007 – June 2009

Mövenpick Hotels & Resorts – Jordan - Director of Food&Beverage

Petra & Dead Sea

### April 2003 – June 2007

The Hashemite Royal Court – Jordan

Palace Manager – In charge of King's Abdullah the II Royal Palace – AQABA  
Royal & National Events Manager

### Jan 19999 – March 2003

## TRAINING CERTIFICATES

Hospitality Corporate & Associate Trainer  
Junior Management Program (9 days' course)  
Professional Ethics  
Selling Skills  
Stress Management  
Time Management  
Team Briefing  
Managing Customer Services  
Inter Personal Communication Skills  
Micro's Train the Trainer (Buddy Course)  
Basic Management Seminar  
Management by Objectives  
Operating Micros Machine  
Food Sanitation Certificate  
Guest Courtesy Workshop  
Customers Come First Workshop  
Service Leader Workshop  
Train the Trainer Workshop  
Motivating Others  
Conducting Effective Evaluation  
Service Leader Workshop  
Beverage Cost Controlling  
Food Cost Controlling  
Micro's Train the Trainer (Buddy Course)  
Fidelio (Food & Beverage)  
Computer Training Course (Excel, WinWord)  
Total Quality Management Seminar  
**Amman Marriott Hotel Amman - Jordan**  
One-year Training Period – Hotel Departments

## REWARDED MISSIONS & TASKFORCE

### **Ministry of Sports, Formula 1, Saudi Arabia Automobile and Motorcycle Federation**

**Formula 1 Saudi Grand Prix – Jeddah Media Island & Catering Plan  
Full Cycle of planning and contract signature.**

The Hashemite Royal Family – Jordan Several Occasions & Events  
Invited by His Royal Highness Prince Al-Waleed Bin Talal as a  
recognition and appreciation for excellence of service within  
Mövenpick Hotels to KSA – **Kingdom Company with supervising  
Gala dinner arrangements**

**July 2007**

Regional Food & Beverage Managers Meeting Held in UAE – DUBAI  
Mövenpick Hotel - BURDUBAI - **2006**

TASKFORCE, In charge of the Irish president, Itinerary  
at **Mövenpick Resort & Spa Dead Sea 15 – 17 February 2006**

Taskforce, Supporting Mövenpick Resort Kuwait in its  
First Large Royal Wedding arrangements, held at **The New  
Convention Center 1 – 7 March 2006**

Petra Conference of Nobel Laureates:

**Mövenpick Resort Petra**

**20 - 22 June 2006**

Petra Conference of Nobel Laureates

**Mövenpick Resort Petra – Task Force**

**18 - 19 May 2005**

WEF - World Economic Forum in Jordan

**Mövenpick Resort & Spa Dead Sea**

**20 - 22 May 2005**

G8/ BMENA Meeting, Dead Sea.

**Mövenpick Resort & Spa Dead Sea**

**22 - 23 May 2005**

WEF- World Economic Forum Annual Meeting:

**Mövenpick Resort & Spa Dead Sea**

**20 - 22 May 2004**

WEF – World Economic Forum Extraordinary Annual Meeting

**Mövenpick Resort & Spa Dead Sea**

**21 - 23 June 2003**

Arab League Summit – Amman Jordan

In charge of His Majesty the King of Jordan – **King Abdullah II  
Itinerary**

**27- 29 March 2001**

Large Number of Head of State and World leaders / Royal  
Functions alongside with official governmental events